

Supervision and Service Coordination Checklist (8/09/11)

The Contractor shall be responsible for 24 hour supervision based on individual Client needs as determined with the Case Manager, the Contractor, and Team.

Components of Supervision: Supervision includes such tasks as caring for the Client's physical, mental, emotional, and educational needs, providing direct oversight and behavioral guidance, and completing case activity. Examples of supervision include, but are not limited to:

1. _____ Physical Care:

- a. Performing age-specific physical care;
- b. Participating in ongoing developmental assessments for younger Clients *through the Ages and Stages assessment tool*;
- c. Providing nutrition; and
- d. Overseeing, participating in, and/or teaching Client self-care.

2. _____ Medical and Dental Health Care:

- a. Addressing medical and dental needs or physical limitations or disabilities;
- b. Scheduling, accompanying, and transporting to medical or dental visits within the required time frames;
- c. Managing medications; and
- d. Monitoring and tracking.

3. _____ Mental and Emotional Care:

- a. Developing and maintaining a relationship with a Client;
- b. Providing day-to-day guidance;
- c. Helping the Client develop and mature mentally and emotionally; and
- d. Participating in mental health care, evaluations, appointments, and follow-up care, as needed.

4. _____ Educational Care:

- a. Participating, overseeing, and supporting Client's educational activities;
- b. Ensuring the Client's attendance in accredited educational program;
- c. Communicating with school personnel on Client's behalf;
- d. Helping the Client with homework; and
- e. Helping the Client to cope with learning disabilities.

5. _____ Direct Oversight:

- a. Providing an appropriate level of direct oversight based on individual Client needs and specified staff-to-Client ratios, such as vigilantly observing and monitoring in line of sight, in room, or in proctor home;
- b. Accompanying and participating in community activities to the extent appropriate and feasible for the Client (e.g., community service or activities, scouts, neighbor's house, periodic babysitter, etc.); and
- c. Providing general guidance and prompting of behaviors; using only constructive discipline, and no corporal punishment such as spanking.

6. _____ Case Activity Expectations:

- a. Team participation;
- b. Attendance at and participation in court proceedings;
- c. Case planning and implementation;
- d. Connecting the Client to Client's family or other persons important to the Client;

- e. Maintaining Client records; and
- f. Coordinating medical, school, and mental health care with the Case Manager and parent/guardian.

7. _____ Family Visitation: Family visits include Client visits and contact with parent(s) and siblings. The Contractor shall facilitate family contact and visitation. Family visits may not be withheld without Case Manager approval. The Contractor shall adhere to the following:

a. DHS/DCFS requires a Client to have frequent face-to-face visits with parents, and any of the Client's sibling(s) in DHS/DCFS custody. Frequency of visits shall be determined by the Team, with once a week visits as a general guideline, unless doing so would be contrary to the safety or well-being of the Client or siblings, or a court order precludes a family member having contact.

b. DHS/DJJS ...

c. The quantity and kind of family visitations are decided by the Team and approved in writing (e.g. **email, fax**, etc.) by the Case Manager. **Family visitation may include:**

(1) On-site family visits in which a family member visits the Client at the Contractor's program.

(2) Off-site family visits in which a family member visits with the Client away from the Contractor's program for a designated period of time and the Client returns to the Contractor's program facility following the visit.

(3) Family Home Visits. The Contractor shall arrange family home visits for each Client as directed by the Team. The Contractor shall obtain written approval from the Case Manager, Contractor, and Client's parent for all home visits. The documentation shall include the following:

(a) Date and time Client is leaving for home visit;

(b) Who is transporting the Client to the home visit;

(c) Date and expected time Client will return from home visit; and

(d) Who will be receiving Client and verify the actual time that Client returned to the proctor home/residential treatment home at conclusion of the home visit.

(4) Family Contact by Telephone and other contact options.

(a) Phone Calls: Client shall be allowed a minimum of one weekly 15-minute phone call to family at no cost to the Client and/or parent, unless prohibited by the court or the Case Manager; and

(b) The proctor parents/residential treatment program shall follow Division policies in allowing Clients to use Internet, email, and social networking sites.

8. _____ Health Services:

a. The Contractor, in consultation with the Case Manager, shall arrange for all required medical, dental, and psychiatric diagnostic interview examination (mental health assessments) and needed follow-up services for the Client, as described below.

(1) A medical/physical assessment or examination, and dental examination are required within 30 days of a Client entering Division custody.

(2) Medication examinations are required annually, thereafter (by the end of the 13th month following the prior medical/physical examination).

(3) Dental examinations are required annually thereafter (by the end of the 13th month following the prior dental examination).

(4) Medical dental and mental health referrals and follow-up appointments shall be completed within the time frame specified by the health care professional or in a time frame that is no longer than 90 days from the receipt of Health Visit Report.

Psychiatric diagnostic interview examination (mental health assessment) must be completed, or updated, on each Client within 30 days of entering Division Custody.

Subsequent psychiatric diagnostic interview examinations shall be completed annually (by the end of the 13th month following the prior psychiatric diagnostic interview examination). Any psychiatric diagnostic interview examination requested prior to next annual the examination shall be approved in writing by the Case Manager.

b. For Clients with Medicaid, the Contractor shall use providers covered by the health plan listed on the Client's Medicaid card.

c. The Contractor shall provide the DHS/DJJS Case Manager or the DHS/DCFS Nurse with a copy of a Health Visit Report within 30 days of an examination. The Contractor shall maintain a copy of the Health Visit Report in the Client's file.

9. _____ Linking Direct Care of Client to Mental Health Services:

a. Be enrolled as a Medicaid provider, if the Contractor is providing mental health services in addition to Proctor Care.

b. Provider mental health services for each Client in the program based on the Client's individual mental health needs as prescribed by a qualified mental health provider and with prior written approval of the Case Manager.

c. Ensure direct care staff actively support and participate in a Client's mental health treatment by being knowledgeable about and understanding treatment plan goals, reinforcing activities that support treatment goals in the Client's daily setting and schedule, prompting behavior, and communicating with treatment providers.

10. _____ Non-Mental Health Services: The Contractor may also provide non-mental health services as part of its program, based on a Client's individual needs and with prior written approval of the Case Manager, when included in this Contract. Non-mental health services include:

a. Intensive supervision – mentoring services; and

b. Day group skills support services.

11. _____ Linking Direct Care of Client with Education, Employment or Training needs: The Contractor shall coordinate with the Case Manager to ensure the Client's educational, employment, and training needs are met as follows:

a. The Contractor shall ensure each Client who is of school age is enrolled in an accredited school program, vocational, or employment program that is appropriate for the Client's needs. Where possible, the Client shall remain in his or her existing school in order to allow consistency in their education. If it is not possible for the Client to remain in his or her existing school, the Contractor shall enroll the Client in an appropriate accredited school, vocational, or employment program within 10 days of admission to the Contractor's program.

b. If the Contractor provides a school curriculum that is not operated by the local school district, the Contractor shall ensure the school curriculum is recognized by an educational accreditation organization (i.e., State Board of Education or the National School Accreditation Board, Northwest Accreditation of

Schools) and is coordinated with the local school district. The Contractor shall ensure that any educational credits received by the Client will be accepted by the local school district.

c. The Contractor shall coordinate and/or provide training in basic life skills for adult living using a curriculum approved by the Division, based upon the Client's age and developmental level.

d. The Contractor shall accommodate the Client's participation in extracurricular activities and shall adapt Client schedules to allow for such extracurricular activities. The Contractor shall obtain and document in writing written or verbal permission from the Case Manager prior to the Client's participating in extracurricular activities.

12. _____ Court Attendance and Youth Parole Authority (YPA) Reviews: The Contractor shall coordinate with the Case Manager to ensure each Client attends required hearings or reviews before the Juvenile Court or Youth Parole Authority when requested and notified by the Case Manager. The Contractor shall provide written progress reports for the hearings when requested by the Case Manager. The Contractor shall provide the Case Manager with requested reports prior to the hearing or review. The Contractor shall maintain a copy of all written reports in the Client's file.

